

**Length**  
5 days

**Format**  
Lecture/lab

**Version**  
3.0

### Course Description

In this course, you will gain hands-on experience and knowledge of tasks typically performed to deploy Contact Center Unified Contact Center Express v7.0 and Unified IP IVR v7.0, two products that run on the Unified Contact Center Express Engine. Tasks include planning, installation, configuration tasks, troubleshooting, and creating Cisco scripts.

We offer a unique, real-world UCCXD lab environment that provides a hands-on approach not found anywhere else in the industry. Each student pod has its own Cisco Unified Communications Manager (CUCM) and CRS server, giving you greater control over your lab environment.

### Who Should Attend

UCCXD is designed for Cisco customers and Channel Partners who deploy and maintain UCCX contact center systems.

### Recommended Prerequisites

- Networking fundamentals
- Basic IP Telephony concepts
- Cisco Unified CallManager deployment
- Cisco IP Phones and Softphones
- Contact center operations
- Microsoft Windows 2000
- MS SQL 2000 and MSDE databases

# UCCXD

### Learning Objectives

After completing this course, you will be able to:

- Design and plan a Unified Contact Center Express and a Unified IP IVR implementation
- Install or discuss all CRS components, servers, and clients
- Configure all CRS components
- Build workflow applications to exploit Unified IP IVR features and capabilities
- Build contact center workflows to exploit Unified Contact Center Express features and capabilities
- Deploy and use Agent and Supervisor Desktop software
- Deploy Outbound Preview Dialer for Unified CCX



# Deploying Cisco Unified Contact Center Express

## Course Outline

### Module 1. Unified CCX Product Overview

#### Lesson: Unified CCX Product Packages

- Unified CCX Product Family
- Unified CCX Primary Functions
- Unified CCX Products and Features
- Unified CCX Add-on Features and Functions
- Unified CCX Compatibility Options
- Unified CCX Operating System Options

#### Lesson: Unified CCX Architecture

- Unified CCX Environment
- Unified CCX Cluster Components
- Unified CCX Licensing
- Integration Models

#### Lesson: Unified CCX Design and Order Tools

- Terminology
- Sizing Tools
- Sizing Exercise
- Ordering Exercise

### Module 2. Installation and Configuration

#### Lesson: Unified CCX Installation

- Prerequisites for Installation
- Order of Installation and Setup Summary
- Installation Process
- Unified CCX Cluster Setup Process
- Unified CCX Server Setup Process
- Installing SQL Server
- Adding the Warm Standby Server
- Summary of Basic Requirements to Make a Call
- Unified CCX Installer Messages
- Unified CCX Installer Log Files

#### Lesson: Unified CCX Management

- Unified CM Administration
- Unified CCX Administration
- Subsystems
- Tools
- Supervisor Web Page
- User Web Page
- Desktop Administration

#### Lesson: The Call Process and Basic Unified CCX Configuration

- Terms Defined
- Basic Call Flow process
- Basic Unified CCX Configuration

### Module 3. Unified CCX Scripting

#### Lesson: The Script Editor

- Installing the Script Editor
- Basic Properties
- Palette Window
- Design Window
- Variable Window
- Message Window
- Expression Editor
- Script Validation
- Saving the Script
- Upload the Script
- Refresh the Script
- Debugging a Script

#### Lesson: Create a Basic IVR Script

- Steps Required
- Additional Steps
- Creating a New Script

#### Lesson: Prompt and Collect Information from a Caller

- Steps Covered
- Modify the Script to Prompt and Collect an Account Number

#### Lesson: Accessing an External Database

- Database Overview
- ODBC Setup on Unified CCX Engine
- Operating System
- Database Subsystem Setup
- Database Steps Covered
- Modify Script to Obtain Information from a Database



Learning Solutions



# Deploying Cisco Unified Contact Center Express

## Course Outline

### **Lesson: Loops, Counters, and Decision Making**

- Loop Steps
- Counting Steps
- Decision Steps
- Loops
- Modify Script to Count Database Records

### **Lesson: Confirming a Callers Input**

- Steps Required
- Additional Steps Covered
- Modify Script to Confirm Caller's Input

## **Module 4. Unified CCX ACD Operations**

### **Lesson: Unified CCX**

- What Unified CCX Is
- Define Unified CCX Components
- Define Agent and Supervisor Interfaces
- Call Flow Revisited
- Configuring Unified CCX
- Present the icd.aef Script for Labs

### **Lesson: Unified CCX Scripting Fundamentals**

- Steps Covered
- Basic UCCX Script Design
- Create a New Script for Unified CCX Routing

### **Lesson: Cisco Desktop Work Flow Administrator Fundamentals**

- What CDA Is
- CDA Installation
- Menu, Toolbar, and Setup
- Monitor/Record Notification Options
- Enterprise Data
- VOIP Monitor Options
- Dial Strings
- Phone Book
- Reason Codes
- Workflow Groups
- Cisco Unified Presence
- Personnel Configuration

### **Lesson: Advanced Unified CCX Scripting Topics**

- Using Subflows
- Implement Skills-Based Routing
- Time of Day, Day of Week, and Holiday Routing
- Data Manipulation
- Overflow Routing
- Modify Script to Implement Above Topics

### **Lesson: Advanced CTI Functions**

- User Interface
- Workflows
- Supervisor Workflows

### **Lesson: Unified CCX Reporting**

- Reporting Fundamentals
- Real Time Reports
- Historical Reports

## **Module 5. Unified CCX Premium Functions**

### **Lesson: Remote Monitoring**

- What Remote Monitoring Is
- Configure a Remote Monitor Supervisor
- Configure RMON Application
- Find CSQ IDs

### **Lesson: Outbound Preview Dialer**

- What the Outbound Preview Dialer Is
- Configuration
- Outbound Agent Experience
- Callback Options
- Real-time Reports
- Historical Reports
- Troubleshooting

### **Lesson: Agent Email**

- What Agent Email Is
- Summary of Setup Process
- Integrating to Microsoft Exchange
- Creating Email CSQs
- Associating Email Addresses, Agents, & CSQs
- The Agent Email Experience



Learning Solutions



# Deploying Cisco Unified Contact Center Express

## Course Outline

### **Lesson: Automatic Speech Recognition and Text to Speech**

What Automatic Speech Recognition and Text to Speech Are  
MRCP ASR/TTS Supported Vendors  
Integrating Speech Recognition Servers  
Integrating Text-to-Speech Servers  
What a Grammar Is  
Grammar-Related Editor Steps  
How Steps Operate in the ASR Mode  
Additional ASR Steps  
TTS Steps  
Configuring and Scripting for ASR Operation  
Name and Alternate Name Dialing

### **Module 6. Maintenance and Troubleshooting**

#### **Lesson: Database Maintenance Activities**

Setting the Database Purge Schedule  
Configuration Options for Database Backups  
How to Perform Backups and Restores

#### **Lesson: Tracing, Troubleshooting, and Other Utilities**

Finding and Displaying Trace Log Files  
Using the Log Collection Tool  
Troubleshooting Techniques  
Troubleshooting Tips  
Serviceability Tool  
Administration Tool

### **Labs**

Lab 1: Sizing and Ordering Cisco Unified CCX  
Lab 2: Exclusive - Topology and Deployment  
Lab 3: Cisco Unified CCX Installation  
Lab 4: Provision Telephony and Media  
Lab 5: Install UCCX Editor  
Lab 6: Exclusive - Creating a Basic Script  
Lab 7: Initial Locator Script  
Lab 8: Prompt and Collect Script Steps  
Lab 9: Database Access  
Lab 10: Logical Operations: Loops and Counters  
Lab 11: Caller Input Confirmation  
Lab 12: Provisioning Cisco Unified CCX  
Lab 13: Cisco Unified CCX Script Steps  
Lab 14: Desktop Workflow Administrator  
Lab 15: Advanced Scripting: Time and Holiday Operations  
Lab 16: Exclusive - Prompt Recording  
Lab 17: Cisco Unified CCX Reporting  
Lab 18: Remote Monitoring  
Lab 19: Outbound Preview Dialing  
Lab 20: Agent E-Mail CSQ  
Lab 21: Spoken Names and Automatic Speech Recognition  
Lab 22: Exclusive - Text-to-Speech



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